# Frequently Asked Questions (FAQs) for IMAs using the Air Force Reserve Orders Writing System (AROWS-R)

**1.      Why did we switch from WOTS to AROWS-R for requesting orders?**

**A:** The web order transaction system (WOTS) did not publish orders.  Each request entered through WOTS required another manual request to be entered through the Unit Orders program.  Travel & per diem and pay & allowances were tracked through PBAS and TBAS systems.  AROWS links all three capabilities into one program.

**2.      AROWS-R won't allow me to log on.  How can I create an application for orders?**

**A:  Option A:**  The most common error is an incorrect format of log in.  Log in ID is SSN with no dashes.  Password format for first log in is ex. 1960/12/25 and must include forward slashes.

**Option B:**  Member newly assigned to IMA program.  Once gained, it may take several weeks to be gained into AROWS under the appropriate MAJCOM or Detachment.

**3.      How do I know which type of tour to select?**

**A:**  For Annual Tour (AT), select "Annual Training.  For MPA, select "Military Personnel Appropriation."  Certifiers receive many applications that are incorrectly loaded as ADSW or ADT rather than MPA or AT.  If an incorrect tour is selected and routed forward, it will be disapproved by an orders technician and returned to your inbox.  You can not change the type of tour once it has been created.  It must be deleted by the member.  Once deleted, you can create a new application with correct tour type.  You may also "Pull Back" an application, delete it, and then create a new one with correct tour type.  For MPA tours, you must have submitted a form 49 to your Active Duty Functional Manager then received an MPA allocation by e-mail before routing application forward in AROWS.

**4.   Do I need to fill out POC Information in Step 2, Duty Purpose?**

**A.**  Yes.  POC information should be included in all applications.  POC is the individual at the organization supported; ex. Unit Reserve Coordinator, MPA Manager, or alternate contact at duty station for the order.

**5.   Why do my travel days count against the total tour days shown in AROWS in Step 3 or 4, Duty Locations?**

**A:**  Travel days are inputted by member.  These travel days reflect against the total shown at the top right in AROWS.  For Annual Tour and most other tours, travel days are assumed and will not count as duty days nor do they print on the orders as duty days.  For MPA tours, travel days are counted as duty days and do print as such.

**6.   I want to drive my POV, how do I reflect this in Step 3 or 4, Duty Locations?**

**A.**  For IMAs outside of corporate limits but within the commuting area, you should normally select "Personal Automobile - Adv to govt."  If outside the commuting area and you choose to drive but it is cheaper to fly commercial, select "Personal Automobile - Not Adv to govt."  You will only be reimbursed up to cost of commercial air.

**7.  What is a Hard Hold in Step 6 or 7, Justifications?**

**A:**  Any condition that requires a justification such as VOCO orders, sanctuary, medical holds etc.  If a hard hold is detected, you must enter the reason if known in the middle Hard Hold justifications block.  If you have over 20 years Total Active Military Service (TAMS) and do not require a sanctuary waiver, add a comment in the middle block.  Limit text to two lines here.

**8.  Why won't the Pay & Allowance or Travel & Per Diem fund cites populate in Step 7 or 8, Funding Information?**

**A:  Option A:**  At Funding Information, select "Edit" under Pay & Allowance.  The correct choices will be defaulted for most tours for "By Wing" and "By OWA."  Select fund cite by hitting appropriate hyperlink under "Funding Description."  You will see "Officer" or "Enlisted" in the link(s).  Do the same for Travel & Per Diem if necessary.

**Option B:**  If the fund cite for Pay & Allowance is not editable, you may have selected "For Points Only (No Pay)" in Section 2, Duty Purpose.  If the fund cite for Travel & Per Diem is not editable, you may have selected Corporate City Limits (normally within 50 miles of duty station) in Section 3 or 4, Duty Locations.  If selected, member is Not entitled to Travel & Per Diem.  For an MPA tour, you can select "Other" then type a fund cite from the MPA allocation.

**9.  How long does it take to get orders and how do I get them?**

**A:**  The time of processing varies and is dependent upon how may levels of approval your order has to go through.  The average time after you submit your request in AROWS is 2-7 business days.  You should not work without a printed order in hand unless you are VOCO (Verbal Order of the Commander) approved. To track the status or retrieve your orders, log on AROWS and select "Member" under "Please select a menu." Choose either" Applications Awaiting Action," Applications in Progress," or "Approved Orders," then click "View Inbox." Select the applicable tracking number to the left to check status, view or print your draft or official order.

**10.   Who are the Unit Commander and Wing Commander in the approval chain?**

**A:**  The Unit Commander is your Detachment Commander.  The Wing Commander equivalent is the RMG/CC based at Robins AFB, GA.

**11.  Where can I update my RPO information or e-mail notification in AROWS-R?**

**A:**  Once you log into AROWS, go to "My Account."  Here, you may update your RPO or opt to be notified via e-mail once your orders are approved.  Be sure to update your e-mail information if not already listed.

**12.  How will I know when my orders are ready or if they are disapproved?**

**A:**   If you visited "My Account" and checked the box, you will be e-mailed upon final approval of your order.  There is no automated e-mail upon disapproval. You should frequently check the status in AROWS.  It is common for orders to be disapproved.  If you find a disapproved order application back in your inbox, make the necessary corrections then re-route the application forward.

**13.   I routed my application forward but no action was taken.**

**A.**   Member submitted order application and selected Save And Route, but did not confirm by selecting Route Application Forward.  Member must log in, open inbox. then select the Tracking number for the tour.  An Orders Technician can not access the application until both steps are taken.